

**Information Resource Center
Regional Training Workshop
Johannesburg, South Africa
August 25-29, 2003**

MONDAY – AUGUST 25, 2003

Rosebank Courtyard Hotel Conference Room

8:00 – 8:30 **WELCOME** – Brooks Spector, PAO Johannesburg
Conference overview, Karen Hartman, IRO

8:30 – 10:30 Nan Siemer Presentation Skills trainer –

Introductions/Goal Setting - EXERCISE

Public Speaking Situations

A. Draft List

Speech Construction

A. Introduction of Speaker

1. Set tone for relationship with audience.

B. Speaker's Introduction

1. Must relate to speech.

C. Main Point

1. Illustrations.

D. Subsequent Points

1. Illustrations.

2. Heads-up...Questions coming!

E. Repeat Main Point

F. Wrap up – Questions

G. PRACTICE

10:30 – 10:45 Break

10:45 – 12:30 DELIVERY

A. Know Your Audience/Research

1. Big or small group?

2. What do THEY want to know?

3. HOW do THEY best receive information?

4. Research your audience.

B. Read Your Audience/Feedback

1. Arrive early.

2. Set up the room.
3. You set the tone.
4. Be/look pleasant.
5. Be flexible.

12:30 – 14:00 Lunch

14:00 – 15:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

15:30 – 15:45 Break

15:45 – 17:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

TUESDAY, AUGUST 26

8:30 – 10:30 Questions/Review of Day One

Preparing for Presentations

A. Image

1. Body Language (including Facial Expressions & Voice)
2. Dress for Success

Preparing Space

A. Set up for presentation

1. EXERCISE

10:30 – 10:45 Break

10:45 – 12:30 Props

A. Powerpoint

B. Overhead

C. Flip Charts/Drawing Boards

D. DVCs

E. Pointers/Laser Pointers

F. Gimmicks

G. Etc.

Handling Difficult Situations

A. Overcoming Communication/Cultural Barriers

B. Staying on Message

C. Spin: Making the Negative, Positive

D. Managing Adversity, Confrontation and Hostility

12:30 – 14:00 Lunch

14:00 – 15:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

15:30 – 15:45 Break

15:45 – 17:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

WEDNESDAY, AUGUST 27

8:30 – 10:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

10:30 – 10:45 Break

10:45 – 12:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

12:30 – 14:00 Lunch

14:00 – 15:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

15:30 – 15:45 Break

15:45 – 17:00 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

THURSDAY, AUGUST 28

8:00 Bus departs from hotel to take participants to PAS Johannesburg.

PAS JOHANNESBURG MULTI-PURPOSE ROOM

8:45 – 10:15 **NEWS FROM WASHINGTON** – IROs Simmons, Middleton, Carson, Hartman

- PDNet transition to OpenNet
- OSIS
- Scholastic Book Program
- CAJE

IIP Products

- CD-ROMs
- InfoUSA
- Usinfo.state.gov
- Embassy Web site templates - Karli Smith-Downey, IRC Director, Gaborone and IRO Anne Carson (we need to allow 15 -30 minutes for this)

10:15 – 10:30 **BREAK**

10:30 – 12:00 **IDEA SHARING**

- Black History Month
 - Charles Mugabo, Kigali

- Geraldine Seruyange, Kampala
- Stephen Mushonga, Harare
- Thula Hlongwane, Durban
- Working with Muslim and non-English speaking audiences
- Winnebago/Spectrum upgrades – Mark Dobson, Pretoria
- New embassy buildings / planning issues
 - IROs Carson and Middleton
 - George Kamau, Nairobi
 - Geraldine Seruyange, Kampala,
 - Shabani Mwinyihija, Dar es Salaam

12:00 – 13:00 **LUNCH** (will be catered in)

13:00 – 15:00 **IDEA SHARING, PART TWO**

Outreach
Reporting
IRC budgets and management
Website management issues and concerns
Future training needs
Other topics

15:00 **BOARD BUS FOR SOWETO SATELLITE CENTER**

15:30 – 15:45 **TOUR/OVERVIEW OF THE SOWETO SATELLITE CENTER**

- History of the Center
- Programming
- Training

15:45-17:00 **IDEA SHARING: AMERICAN CORNERS PANEL DISCUSSION**

Jeffrey Dlamini, Mbabane
Stephen Mushonga, Harare
Veno Kauaria, Windhoek
Geraldine Seruyange, Kampala
Charles Mugabo, Kigali
George Kamau, Nairobi
Sydney Ngwira, Lilongwe
Matildah Skala, Lusaka

The panel discussion will include the following questions:

- How well each American Corner in the participant's country is meeting the established guidelines? If so, how, and if not, why not?
- Do any of the country's Corners meet the guidelines?
- What are some of the programming activities that are going on in the Corner(s)?
- What are the challenges of identifying a host organization/institution with which to partner – especially when considering a venue with programming opportunities?

17:00 Bus to take participants back to hotel.

19:00 Bus to take participants to Gramadoela's Restaurant. Dinner at 19:30.

FRIDAY, AUGUST 29

08:00 Bus departs from hotel lobby to take participants to the Gordon Institute of Business Science, Ilova.

GORDON INSTITUTE OF BUSINESS SCIENCE

WORKSHOP:

Developing Effective Presentations Using PowerPoint and Offline Browsing Techniques – IRO Hartman

Overview: The participants will each build the same PowerPoint presentation. The presentation will be approximately 12 slides in length. Each slide will require a different skill set so that upon completion, the participant will show competency in all skills introduced. Each participant will search for a Web page/site to insert into the presentation that will be accessible in an offline mode. The page or site's link will be inserted into the presentation.

Discussion will cover such topics as: when and why to use PowerPoint, other offline browsing technologies besides Internet Explorer, and saving presentations in order to take them on the road.

8:30 – 10:30am Creating Effective Presentations Using PowerPoint: Design and Content Tips

- Presenter will show the finished version of a PowerPoint presentation on American Corners that will form the basis of the training. What follows are individual segments that take the participant through the building of this presentation.
 - Manipulating design templates
 - Outlining ideas – storyboarding – using the outline mode
 - Adding and modifying text – font size issues
 - Using color effectively
 - Drawing and modifying shapes
 - Using charts and graphs
 - Finding and using clip art effectively

10:30 – 10:45 Break

10:45 – 12:00 Presenting the Web Without an Internet Connection

- Using the browser (Internet Explorer) to save Web pages to view later

- Working offline with the pages/sites saved (why it's best to prepare and show using the same laptop computer)
- Saving pages/sites to your computer – issues on saving entire sites to transport to another storage device, i.e., CD
- Insert page/site links into the PowerPoint presentation
- Working with commercial software to “grab” Web sites, and copying these files to CDs.
- Other ways to present the Web without an Internet connection – discussion – a handout will be distributed on the different options.

12:00 – 1:30pm Lunch

1:30 – 3:00pm Presentation Basics Using PowerPoint

- Effective slide transitions
- Using animation effectively
- Setting up and delivering a slide show
- Hiding slides during slide shows
- Creating a Web presentation
- Delivering a presentation on the road – using the Pack and Go Wizard, CD-ROM, or one's own laptop

3:00pm – 3:30pm Break

3:30 – 5:00pm Hands-On Web Exploration and Discussions

- Lexis-Nexis, Factiva, and FirstSearch
- Content Management System

16:30 – 17:00 Evaluation, wrap up, and presentation of certificates

17:00 – 17:30 Return by bus to hotel